



Scope of Work

What to expect: Our installers will do a site survey to figure out the best location to install the equipment. After they have discussed the location and answered your questions to make sure you understand and agree to the work to be done and the location of the equipment, we will begin installation. If you have requested our Installer use a different non-recommended placement for the dish this could result in additional time and or a new appointment to be scheduled. If a new installation time is scheduled due to additional placements, mounts, or other factors, this may result in an installation charge on our next visit.

INSTALLATION INCLUDES

- Pre-Install Survey for best service
- Up to 3 hours of labor
- Up to 75' of Cat-5 Cable
- DirectLink Equipment to be installed includes 1 each of the following:
Subscriber Module, Mounting bracket/Arm, Grounding Block, Power Pack, Cat5 Cable, Wall Jack
- Connecting One Device and One DirectLink supported Router
- Installation may include without limitation; drilling holes in exterior walls for cable runs. Installation of a Dish on the property this may include the roof in order to gain a signal, a non-penetrating roof mount, tri pod or Dish Stabilizer.

ADDITIONAL INSTALLATION CHARGES

- Use of custom or Existing Mounts if DirectLink equipment is compatible, this is to be determined by the installer.
- Custom Wire runs, or specific wire runs per customer request
- Different Dish Placement than Recommended
- Safety concerns requiring additional Technician labor

RESPONSIBILITY: DirectLink Installers will not be held responsible for moving any furniture or valuables. DirectLink Installer will not move install or alter any electrical outlets. We do not use existing cables or equipment and or Mounts / Poles. If existing cable, mounts, or poles are used all equipment warranties are null and void.

SAFETY: To ensure the health and safety of our employees, **DirectLink** reserves the right to refuse or reschedule work due to unsafe conditions which includes without limitation, extreme weather, natural disasters, unhealthy living conditions. Unopened gates, unleashed dogs or other livestock or the existence of other hazards.

Existing Wire & Mounts: If customer requires DirectLink to use any existing wire or equipment the install and service cannot be covered by DirectLink's Service Protection Plan. Any future service calls will be billable. We cannot determine the quality of any existing wire or equipment therefore we cannot guarantee the quality of service if using old wire etc.

INSTALLATION AUTHORIZATION: I understand that an adult least 18 years of age or older must always be present on the premises during the installation until all work is complete.

if our technician arrives and an Adult is not present no work will begin, additionally if we are required to return on another day this will become a per hour installation.

ADDITIONAL PARTS & LABOR: All additional parts and labor will be billed for at the time of install.

ROUTERS: You will need to supply your own router for the DirectLink service to work. We do not support all routers as they do not work well. Here is a list of the routers we do support:

LINKSYS	LINKSYS	GOOGLE WI-FI
WRT 1900 AC	AC 1900	1 POD 500-1500 SQ FT
EA 9500	AC 2200	2 PODS 1500 - 3000 SQ FT
EA 9300	AC 3200	3 PODS UP TO 4500 SQ FT

*We do not support G or N based Linksys routers. ** For Google Wi-fi you must pre-download the google wi-fi app before installation

If you have any questions, please give us a call. We look forward to doing business with you!
The DirectLink Crew